TEXAS DEPARTMENT OF CRIMINAL JUSTICE
POSITION DESCRIPTION

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST III -
Office of the Inspector General

SALARY GROUP: B17

DEPARTMENT: Office of the Inspector General

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Bruce Toney   DATE: 09/24/2013

POSITION #: 017076

I. JOB SUMMARY

Performs highly complex computer systems support work. Work involves providing customer support for agency information systems; operating automated office equipment in a stand-alone, network, or mainframe environment; and training others. Works under limited supervision with considerable latitude for the use of initiative and independent judgement.

II. ESSENTIAL FUNCTIONS

A. Provides technical assistance and support for applications and hardware problems and for information sharing with external entities in a customer service environment; maintains the necessary security controls for the systems; and coordinates the implementation of new systems, administration of agency policies and procedures, and scheduling of technical support activities.

B. Uses various software package applications which perform computations, arithmetic, and logic operations to arrange, sort, and manipulate data to include word processing, spreadsheet, databases, graphics, and statistical analysis software; advises users and analyzes user requirements concerning software and the efficient use of information technology systems; and reviews and recommends procurement of information technology equipment.

C. Provides assistance in the design, development, and maintenance of systems applications; trains and provides instructional guidance on the capabilities and limitations of the available hardware and software; installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software; and troubleshoots and solves computer-related problems.

D. Provides customer service and help desk support for staff; prepares briefings, reports, and evaluations on system efficiency and utilization; develops and makes presentations and briefings for training sessions; develops procedure manuals; and develops procedures for operating automated systems.

E. Sets up equipment for employee use; performs and ensures proper installation of cables, operating systems, and appropriate software; and maintains Information Technology (IT) Request Tracker and IT inventory.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with a major in Computer Science, Management Information Systems, or a related field. Six months full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

ninety semester hours from an accredited college or university with nine semester hours in Computer Science, Management Information Systems, or a related field. One year full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

sixty semester hours from an accredited college or university with six semester hours in Computer Science, Management Information Systems, or a related field. Two years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

thirty semester hours from an accredited college or university with three semester hours in Computer Science, Management Information Systems, or a related field. Three years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

graduation from an accredited senior high school or equivalent or GED. Four years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

graduation from an accredited senior high school or equivalent or GED. Current Microsoft Certified Systems Engineer or A+ certification from the appropriate certifying authority. One year full-time, wage-earning experience in the support and maintenance of microcomputer systems to include hardware and software in a network or stand-alone environment

or

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equivalent technical or trade school courses in a computer related field may be substituted for the required semester hours or years of experience. The same technical or trade school courses may not be used to substitute for both required semester hours and years of experience.

2. Experience in Microsoft Windows XP and later operating systems providing technical support and maintenance of Microsoft Office Suite or equivalent to include the use of word processing, spreadsheet, database, or presentation software programs preferred.

B. Knowledge and Skills

1. Knowledge of the practices, principles, and techniques of computer operations and applications.

2. Knowledge of a variety of computer application programs and their applicability to computer systems operations.

3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

4. Skill to operate and train employees to operate computers and related automated data processing equipment.

5. Skill in troubleshooting problems with software and hardware.

6. Skill to communicate ideas and instructions clearly and concisely.

7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

8. Skill to interpret and apply rules, regulations, policies, and procedures.

9. Skill in problem-solving techniques.

10. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

11. Skill to prepare and maintain complex records and files in an automated system.

12. Skill to review technical data and prepare technical reports.

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13. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

14. Skill in the electronic transmission of communications.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 45 lbs. and over, perceive depth, operate a motor vehicle, and operate motor equipment.

B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.